**iLearn Insights email templates for students who have not submitted their assessment**

Suggested “activity not submitted” template

Dear {#FIRSTNAME#},

You have an assessment {#ACTIVITYTITLE#} due {#ACTIVITY\_DUE\_DATE\_AND\_TIME#}. I can see that you have not submitted your assessment yet. If you have submitted your assessment in the last 24 hours you can ignore this message.

For everyone else, this is a gentle reminder that (as per the unit guide) late submissions receive a 5% penalty per day, and no submissions are accepted 7 days after the due date (i.e. if your assignment is more than 7 days late you will get 0 marks for that assignment). I would like to see you pass the unit, so if you're having difficulty completing the assessment task, please contact me. I can support you in understanding the assessment task, and offer some advice on finding academic support services that might be useful to you. If you are having difficulties with your studies, a good starting point is taking a look at support services available from the university:

{#SUPPORTSERVICES#}

If you are planning to submit a Special Consideration Request please read the {#COURSE\_UNIT\_GUIDE\_LINK#} for further information on the Special Consideration Policy and Procedure. Any Special Consideration Requests must be submitted {#BOLD\_START#}within 5 days{#BOLD\_END#} of the assessment due date.

Please reach out to me for help if you would like additional support.

Suggested “personalised email” template

Dear {#FIRSTNAME#},

I hope this email finds you well. I am writing to remind you that {#ACTIVITYTITLE#} was due {#ACTIVITY\_DUE\_DATE\_AND\_TIME#} and I noticed you hadn’t submitted yet.

I understand that you may have been busy with other commitments, but it is crucial that you complete this assessment , as not completing it could impact on your successful completion of this unit.

I wanted to reach out to encourage you to submit the outstanding assessment as soon as possible. You have been doing great work so far, and it would be a shame for one missed submission to impact your overall progress in the course.

Please remember that the deadline for submission has passed, which implies a late penalty of 5% per day. However, if you faced any serious reasons that affected your ability to submit, you may submit a Special Consideration Request. Please refer to the unit guide {#COURSE\_UNIT\_GUIDE\_LINK#} for further information on Special Consideration Policy and Procedure. Keep in mind that any Special Consideration Requests must be submitted {#BOLD\_START#}within 5 days{#BOLD\_END#} of the assessment due date.

If you are experiencing difficulties with your studies, please know there are several support services available from the university to help, including:

{#SUPPORTSERVICES#}

Please reach out to me for help if you require additional support.

Best regards,